



911 Standards Committee

Meeting Summary

Standards Committee

February 17, 2015

NC 911 Board Office

3514 Bush Street

Raleigh, NC

10:00 AM – 12:00 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
Rodney Cates by phone	Tina Bone by phone	Candy Strezenski
Jimmy Stewart by phone	Richard Bradford by phone	Brenda Womble
Laura Sykora by phone	Ronnie Cashwell	
Brandon Zuiderma by phone	Dave Corn	
	David Dodd by phone	
	Marsha Tapler by phone	
	Richard Taylor	
<u>Members Absent</u>	<u>Staff Absent</u>	
Margie Fry		
Dinah Jefferies		
Christy Shearin		
Donna Wright		
<u>Enforcement Committee Present</u>		
Greg Foster		
Carson Smith by phone		
Jim Soukup by phone		
<u>Enforcement Committee Absent</u>		
Judy Jenkins		
Rob Merchant		

Tab 1 Chair's Opening Remarks

The meeting was called to order at 10:01 AM by Laura Sykora who asked Richard Taylor to call the roll. Following the taking of attendance Laura Sykora expressed appreciation to everyone for being able to make the meeting given the exceptionally poor weather conditions and the workload that places on public safety. Ms Sykora offered bonus points to Greg Foster for attending in person.

Tab 2 Review of Last Meeting

Dave Corn explained that in the last Committee meeting the Compliance Review Process was reviewed one last time, finalized, and approved by vote of the Committee. Subsequently Laura Sykora carried the Committee's recommendation forward to the Board meeting and made the recommendation where it will remain open for 30 days until the next NC 911 Board meeting at the end of February. Laura Sykora then explained that it was the policy of the Board to allow a new Standard or Process a period of time for the Board to consider it and ask questions before voting on it.

Tab 3 Review of the Compliance Flow Chart

Laura Sykora explained that Brandon Zuiderma had requested a flow chart of the Compliance Review Process to better understand how the process worked. Laura was looking for this to be a tool to better explain the review process to PSAP Managers. The question was asked who the staff reviewers were going to be and Laura replied Tina Bone, David Dodd, and Dave Corn. Carson Smith asked if the staff member was going to be present. One of the members replied that they may or may not depending upon the circumstances. Laura concurred.

Laura stepped through the three flow charts item by item explaining the process. When she finished Carson Smith asked if a PSAP could continue to submit Corrective Action Plans every 90 days ad infinitum. Laura explained that a PSAP can only submit one Corrective Action Plan for up to 90 days. Sheriff Carson's concern was that a PSAP could delay fixing the problem almost indefinitely by failing to submit valid plans. Rodney Cates agreed with Carson Smith. Richard Taylor agreed with Carson Smith and Rodney Cates. Brandon Zuiderma said there was sufficient leeway to allow the Executive Director to exercise his discretion at any time to not allow a PSAP to delay action. Richard Bradford interjected that context varies and allows appropriate discretion to the Executive Director to make judgment calls. Richard Bradford outlined a few different scenarios. He suggested that because at this time there isn't sufficient experience to set hard dates and that a more appropriate course of action is to allow the Executive Director to exercise flexibility. Dave Corn explained that he thought the Compliance Process is written to allow up to six months at the discretion of the Executive Director for the PSAP to have an approved Plan before it goes to the Standards Committee.

Dave Corn asked that if we make any changes to the document that has been presented to the Board will we have to remove and resubmit the document waiting for another 30 days for consideration before a vote and anticipated approval. Richard Bradford replied that depends upon whether the change is substantive. Further he suggested that what has been written covers the contingencies under discussion. He reiterated that you cannot read any one of these statements independently of another. Everything must be read together. Laura asked if everyone is good without changing it and all replied yes.

Tab 4 Rules Review Update

Richard Bradford was asked where the Rules stood. He replied nothing has happened and that he is waiting on completion of the physical note. Richard Taylor asked Marsha Tapler for an update. She understood that she was waiting on Richard Bradford and Richard Taylor to agree to the terminology. She asked Richard Bradford what step she should take next to complete the physical note for OSBM and he replied this was not a legal matter. This was a misinterpretation of the facts between the Board and OSBM. Richard Taylor agreed to take care of the issue. He further explained that the rules the Board exists under are very different than the rules other agencies exist under and OSBM interprets this as a double accounting.

Tab 5 New Standards and Best Practices

As the Rules are moving forward Laura Sykora asked what other standards and best practices should the Committee take up for consideration? She suggested text-to-911 is an obvious standard that needs to be in place. She asked Dave Corn for suggestions of other standards and best practices the Committee ought to discuss.

Dave Corn replied:

1. Text-to-911 is big.
2. When using Board funds PSAPs should go out to bid for goods and services instead of piggy backing on to other contracts. PSAP Managers are paying too much. Many PSAP Managers do not know how to write an RFP.

Rodney Cates suggested:

3. Setting a best practice for equipment refreshment. Richard Taylor added that equipment obsolescence was a real problem. Some PSAPs have equipment that has long since aged out. Mr. Taylor explained to the Committee that in considering the new funding model he is looking at implementing a staggered refresh cycle. He recalled when Dave Corn was Chairman of this Committee he tried to institute such a standard but it was outside the Board's purview so it would have to be a best practice. Many PSAPs have requested such a best practice in order to justify to their management the need to replace and upgrade their equipment.

Laura Sykora asked Dave Corn, Tina Bone, and David Dodd to put together a list of equipment obsolescence for the Committee to take up and discuss.

Laura Sykora asked Richard Bradford about purchasing practices and he stated purchasing practices are set by law. He reiterated that there needs to be evidence of demand to enter into a state contract for purchasing. Laura suggested that there two issues under discussion. One was bulk purchasing and another was PSAP purchasing.

Richard Bradford suggested:

4. There may be additional standards needed relating to location accuracy. He suggested we put that on the radar.

Laura asked how we should proceed. Dave Corn replied that Staff could write something as a starting place on these potential standards and best practices. This would give the Committee a starting place for further deliberations.

Tab 6 Schedule Next Meeting

Carson Smith asked how much longer the Enforcement Subcommittee was to continue meeting? Richard Taylor suggested that the only thing left for the Subcommittee is who will make the recommendation for the peer reviewers.

The next meeting of the Standards Committee will be held on Thursday, April 9, at 10:00 AM in Raleigh, NC. Laura adjourned the meeting at 11:50 AM.

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